
Service Delivery Transformation with IoT



InFor500

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How SGI transformed its support delivery model

The Challenge

The client was SGI, a leading company in High Performance Computing with over \$500M in annual sales. SGI was well-known for powerful supercomputers and storage solutions, but their support delivery model had not kept pace with the industry. Customers expected remote support functionality, but SGI's home-grown solution was outdated and poorly adapted.

The internally-developed system had several drawbacks: it was designed to retrieve information from only SGI's proprietary software, it was resource-intensive to use, it generated too many unnecessary alarms and customers were not convinced of the security of remote access.

The gaps were having negative effects on the business. Sales were impacted because remote access requirements were increasingly contained in RFQ's, and competitors could boast superior capabilities in this area. The frequent need for back-and-forth emails between partner service providers and technical experts put pressure on meeting SLA's. The burden of supporting the installed base made the company less confident about ramping into new areas.

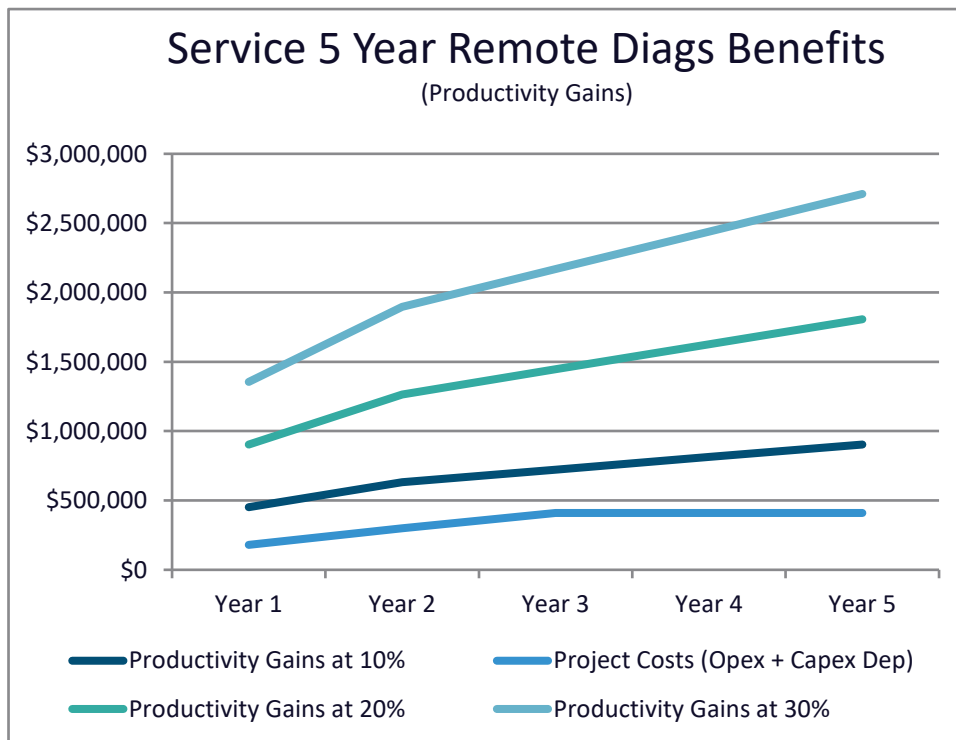
To catch up to the competition and improve customer adoption, SGI needed a solution that would be able to accept a variety of data feeds, was better automated, delivered actionable information, and that fully addressed customer security concerns..

“The goal was a secure remote connectivity solution, to improve technical support efficiency and enable new automated predictive capabilities.”

Our Approach

SGI knew they needed to improve, but did not know how to proceed. InFor500 performed an extensive discovery process, interviewing 33 key stakeholders from Management, Field Support, Technical Support, Manufacturing, Professional Services, Engineering, and the Sales Regions. Key service metrics were analyzed and benchmarked, and specific improvement targets were defined.

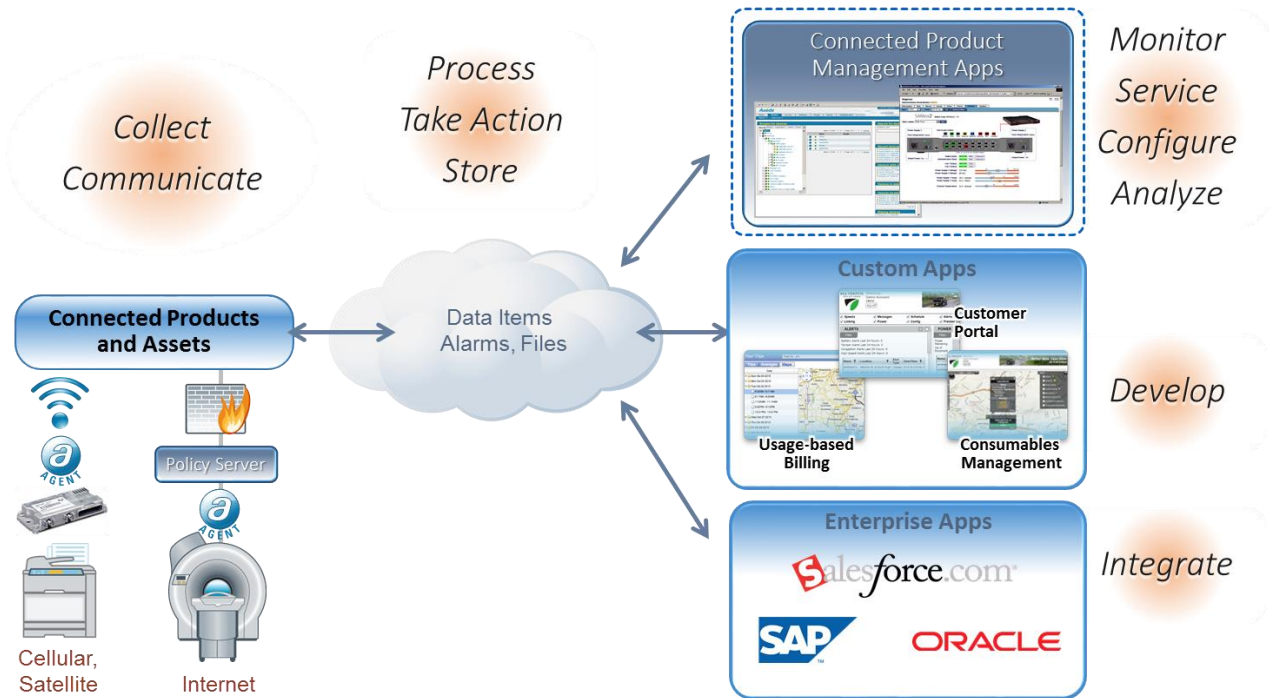
Next, a fit-gap analysis was performed to identify suitable solution providers, and an ROI model was developed to predict potential savings. Scenarios were modeled with 10%, 20%, or 30% of cases becoming eligible for remote support of the ~17,000 total cases per year.



“InFor500 provided the approach, Subject Matter Expertise and a framework for execution that increased customer confidence.”

The Solution

After developing a solid understanding of the customer's environment, and facilitating the process to define goals and specific requirements, InFor500 identified an established IoT technology solution that fit customer's needs: PTC ThingWorx. A core team was formed and a proof of concept demonstrated feasibility.



The solution leveraged PTC's highly secure infrastructure to connect to equipment in customer sites without compromising sensitive data. Initial efforts leveraged the customer's pre-existing diagnostics, and addressed 80% of use cases and the top 3 most frequently replaced parts. From kick-off to Beta release took 6 months.

Results Achieved

End customers responded very positively, and the desired benefits were realized within the first year:

- Faster problem resolution with screen sharing
- Better decision making

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- Alerts to proactively engage on key failure modes
 - Shortened upgrade times
 - Monitoring of system issues/problems
 - Reduced errors

To build on this success, SGI defined a roadmap to cover additional product lines and develop new types of functionality:

- Awareness of product utilization
- Automatic billing based on use
- Automated reporting of quality control data

Throughout this transformation, InFor500 helped deliver consistent processes that resulted in an improved customer experience, business growth, and increased operational efficiency.

The improved solution supports business continuity, growth, and innovation. At the same time, the new system reduces IT costs, enables a more reliable customer experience, and mitigates risk. Continuous monitoring and reporting enabled SGI to better understand their users' behavior and act on data driven decisions faster.

“The improved solution supports business continuity, growth, and innovation.”